

<b>Notice of References Cited</b>		Application/Control No.	Applicant(s)/Patent Under Reexamination	
		10/697,468	KASHI, RAMANUJAN	
Examiner		Art Unit	2176	Page 1 of 1
James J. Debrow				

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,938,067 B2	08-2005	Hershenson, Matthew J.	709/202
*	B	US-5,966,652	10-1999	Coad et al.	455/412.1
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	K	US-			
	L	US-			
	M	US-			

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**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Zhang et al, "Talking to Customer on the Web: A Comparison of Three Voice Alternatives", ACM, 1998, pp-109-117
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.